EX0-115^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which process includes the responsibility of recovering the service as quickly as possible?

A. Availability Management

B. IT Service Continuity Management

C. Incident management

D. Problem Management

Correct Answer: C

QUESTION 2

What is the objective of the Security Management process?

A. to manage information security effectively for critical services only

B. to manage information security effectively for IT staff

C. to manage information security effectively relating to the financial administration of service activities

D. to manage information security effectively within all service activities

Correct Answer: D

QUESTION 3

Which process is responsible for supplying first-line support and assistance in daily use of iT services?

A. Availability management

B. Incident management

C. Service level management

D. Service reporting

Correct Answer: B

QUESTION 4

What is a purpose of ISO/IEC 20000?

A. to promote the adoption of an integrated process approach

B. to promote the adoption of IT governance

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C. to provide best practice guidance on IT Service Management

D. to provide best practice guidance on security management

Correct Answer: A

QUESTION 5

The Supplier Management process must define several formal policies and procedures to cover possible events in the service provider-supplier relationship.

According to ISO/IEC 20000-1, what would not be defined?

A. Complaints procedure

B. Contractual disputes

C. Early termination of the contract

D. Transfer of service

Correct Answer: A

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